



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla
CHAIR

Timothy L. Lapointe
Jeff Franklin

Robert F. Holz
Rob Sand

Kelly Dolan Lange

Philip Groner, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 E. 14th Street, Des Moines, IA 50319
FINAL
May 16, 2019

To ensure the most efficient use of State resources, the May 16, 2019 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured that more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

- **Roll Call:**

- **Commissioners Present:**

- Barb Kniff McCulla, Chair (on-site)
 - Timothy Lapointe, Member (LightSpeed Plus Video)
 - Bob Holz, Member (on-site)
 - Kelly Dolan Lange, Member (LightSpeed Plus Video)
 - John McCormally, Representing Rob Sand, Ex-Officio Member

- **Commissioners Absent:**

- Jeff Franklin, Ex-Officio Member

- **Iowa Communications Network Staff Present:**

- Deb Evans, Agency Division Administrator, Chief Financial Officer (CFO)
 - Mark Johnson, Carrier Services Division Administrator, Chief Operating Officer (COO)
 - Mike Cruise, Finance Bureau Manager
 - Randy Goddard, Business Services Bureau Manager
 - Scott Pappan, Engineering/Operations Bureau Manager
 - Dave Marley, Field Services Officer
 - Lori Larsen, Executive Officer 2 (Recorder)
 - Karen Alessio, Secretary 2 (LightSpeed Plus Video)

- **Guest Attendees:**

- Alan Nagel, Attorney General's Office
 - Chris Ubben, Legislative Services Agency
 - Sean Cory, CenturyLink
 - Ray Warner, Aureon

- **Call to Order:**

- Chair Kniff McCulla called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.
-

Iowa Communications Network

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- **Approval of the March 21, 2019 Meeting Minutes:**

Chair Kniff McCulla requested a motion to approve the March 21, 2019 meeting minutes. Commissioner Lapointe moved to approve the minutes. Commissioner Lange seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes
Commissioner Lapointe – Yes
Commissioner Lange – Yes
Commissioner Kniff McCulla – Yes

- **Approval of the April 18, 2019 Meeting Minutes:**

Chair Kniff McCulla requested a motion to approve the April 18, 2019 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Lange seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes
Commissioner Lapointe – Yes
Commissioner Lange – Yes
Commissioner Kniff McCulla – Yes

- **Old Business:**

- None

- **New Business:**

- **Agency Updates**

- **Finance Update – Mike Cruise**

- Monthly Revenues and Expenses:
 - The month of April resulted in an operating margin of -\$222,626 or negative 9.2%. This is unfavorable by \$160,458 compared to the budget of -\$62,168.
- Year-to-Date Revenues and Expenses:
 - The April year-to-date operating margin was -\$1.57 million which is unfavorable by \$77,000 compared to the budgeted operating margin of -\$1.49 million.
- April Comparison to FY 2018:
 - The operating margin for April FY 2019 is \$117,000 unfavorable compared to April FY 2018. Gross margin is down \$353,000 from FY 2018.



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- Year-to-Date Comparison to FY 2018:
 - The April year-to-date margin of -\$1.56 million is \$132,000 favorable to the FY 2018 margin of -\$1.7 million.

COMMENTS:

None

○ ACTION: FY20 Budget Approval – Mike Cruise

ICN staff requests approval from the Commission for the Fiscal Year 2020 budget.

Chair Kniff McCulla requested a motion to approve the Fiscal Year 2020 Budget. Commissioner Holz moved to approve the budget. Commissioner Lapointe seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes
Commissioner Lapointe – Yes
Commissioner Lange – Yes
Commissioner Kniff McCulla – Yes

COMMENTS:

None

○ Business Services Update – Randy Goddard

- Managed Voice Service (MVS):
 - ICN has 141 active sites, with over 7,000 seats activated.
 - Recent Migrations: Department of Human Services (DHS) Iowa Medicaid Enterprise (IME): added 500 new phones and over 100 agents and supervisors.
 - Upcoming Migrations: Alcoholic Beverages Division, DHS System Policy Interpretation Response System (SPIRS), and Fort Dodge Corrections.
 - New Customers: Department of Inspections and Appeals (Mason City Office).
 - Remaining Migrations: 1,000 seats at Joint Forces Headquarters (JFHQ), Fort Madison Corrections and Mitchellville Corrections, Iowa Public Television, Department of Public Safety Fleet, Office of the Chief Information Officer (OCIO).
 - ICN is working with CenturyLink to implement an Encryption Solution. Project will be completed within the next 30 days.
- HSEMD Wireline and Hosted Public Safety Answering Point (PSAP) Equipment:
 - Wireline solution progress: ICN is finalizing terms and conditions on the contract with CenturyLink.
 - Hosted PSAP Solution: HSEMD vendor for the PSAP hosted solution is Zetron. The first three sites for the hosted solution have been turned up. ICN has received orders for six more with commitment for 20 more sites.
- Iowa Rural Health Telecommunications Program (IRHTP), Network Refresh:
 - Network refresh includes core switches, aggregation, and edge switches at the hospitals and clinics.

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- Upgrade is beginning with the equipment at the edge locations at the hospitals and clinics.
- First upgraded healthcare site was Pella Regional Health Center in Pella, IA.
- Planning has begun for 34 additional hospitals and clinics.
- E-rate:
 - Contracts continue to be finalized for a few school locations.
 - Next E-rate season for Internet and other telecom services begins July 1 for K-12 schools and libraries.
 - ICN added five schools for Basic Internet with Firewall service (unique ICN product).
 - Nineteen (19) schools increased Internet bandwidth from 200-300 Mb to 1 Gb or greater.
 - Significant Orders: Perry Community School District (CSD) and Holy Trinity increased to 2 Gb service, and Waukee CSD increased bandwidth to 6 Gb. Winterset CSD contracted with ICN for a fiber build.
- Significant Orders Received:
 - Fiber build for HSEMD for Clear Lake Police Department.
 - Fiber build for HSEMD for Washington County Sheriff's Office.
 - Disaster Recovery Circuits for Judicial branch, Iowa Workforce Development, and Northeast Iowa Community College.
- Customer Records Project:
 - With the transition to ServiceNow over a year ago, ICN has about 1,000 customers in our database. With the on-going personnel changes with superintendents, healthcare administrators, and agency staff, we periodically need to review the records to verify authorized user contacts that have the ability to authorize funds for customers.
- ServiceNow Customer Training Videos:
 - With the online customer service portal, ICN staff will be creating training videos to help explain the portal environment and how to order services.
- Outreach:
 - Iowa Association of Independent Colleges & Universities May 22-23, Drake University, Des Moines.
 - School Administrators of Iowa Annual Conference, July 31 – Aug 1, Des Moines.
 - Iowa Hospital Association Annual Meeting, October 8 – 10.
 - Iowa Technology & Education Conference, Oct 13-15, Des Moines.
 - Cyber Security Roadshows (open for all customers): Sept 26 - Cedar Falls AEA, October 3 - Ottumwa AEA, October 10 - Pocahontas AEA, October 22 – DSM, October 29 - Council Bluffs Library.

COMMENTS:

Q – How well attended were the roadshows?

A – The first set of roadshows focused on healthcare users, and participation varied between 5 - 20. It was usually the technical administrators attending. I would expect attendance to grow, since we are opening it to all authorized users.

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Q – Are we working with Des Moines Area Community College (DMACC)?

A – We have connections to all DMACC extension offices. We also provide Internet to DMACC. The model a lot of community colleges use is, one large connection into the main center (Ankeny Campus), and then we provide Ethernet circuits for Internet to the branch campuses back to the main center.

○ **ICN Carrier Updates**

▪ **Network Services Update – Mark Johnson**

○ Outside Plant:

- We've had six (6) fiber cut incidents in the last month. This is not inconsistent with the start of warmer weather and the construction season moving into full swing. Historically, the late spring, summer, and early fall see the largest number of fiber cut incidents impacting the network.
- There have also been five (5) washouts discovered in the last month. We have seen an increase in the amount of washouts discovered by Field Technicians in the central and eastern portion of the state as floodwaters have started to recede.
- These types of issues are submitted to the Executive Council as potential claims for reimbursement, but from time to time, the ICN will cover the cost of the fiber repair or relocation.

Question: Is there a threshold?

Answer: There is not. ICN informs the Department of Management (DOM) regarding ICN's financial balance. We are usually around \$120,000, and DOM is aware that there will be an increase this year. ICN evaluates the claims as they are submitted.

○ ServiceNow:

- We continue to work with our vendor INRY to implement enhancements and changes. We are expecting that in the next few months we will move towards implementing functionality that will greatly enhance the ability of our customers to interact with the ICN, as well as provide more flexibility to employees to fulfill orders.

○ Security:

- No major security issues over the last month.
- ICN is participating in the State's Cybersecurity Strategy update with the OCIO and other state stakeholders. ICN is one of the five agencies originally directed to help with the plan. OCIO is coordinating this effort.
- ICN has recently deployed a new technology as part of a Proof of Concept to enhance our network and security monitoring capabilities.

COMMENTS:

None



▪ **Operations/Engineering Update – Scott Pappan**

- Power Upgrade:
 - We are working on cleaning up loose ends. The project is nearing completion.
- 100GB Network Core Upgrade:
 - 25% of the 100GB core has been installed.
 - Currently moving circuits at Mason City on to the new Juniper Router.
 - Tiffin is programmed and racked and will be installed in June.
 - Newton will be the next installation.
 - The focus is still 911 and IRHTP, but this project is still moving along.
- E911 Multi-Node Hosted Platform:
 - Services have been engineered and installed at our colocation facilities.
 - Working on new PSAP orders.
 - Working with vendor to fix a Router code. If the software issue cannot be fixed, we will install a work around. This solution creates more Layer 2 redundancy in the network and solves our routing problem for E911.
- E911 TDM/Ethernet Network Project:
 - The solution has been engineered and it is being tested in JFHQ.
- IRHTP/Hospital Upgrades:
 - Equipment is being tested and configured for the field.
 - Orders are now being installed with Pella Hospital being the first location last Thursday.
- VMware Platform:
 - Failover and Disaster Recovery software Proof of Concepts (POCs) have been completed.
 - We tested VMware tools, Veeam and Dell.
 - Circuits are engineered and the new VMware platform installation will begin over the next 30 to 60 days.
- Managed Voice Service (MVS):
 - The original voice upgrade orders are coming to completion.
 - Working on new customer orders.
 - When MVS is completed, the tear down will occur on the legacy network platforms.
- DNS Servers:
 - Software has been updated. All servers are now running the same software.
 - Beginning phase 1 and updating five (5) locations that have the most Internet Traffic.

COMMENTS:

Q - Define the five locations?



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A - Locations with the most Internet traffic. We are spreading those costs over one, if not two, calendar years, so ICN does not incur the expenses upfront.

- **Other Business:**

- **Legislative Update – Mark Johnson**

Legislature adjourned on April 27. The Governor has 30 days to consider legislation passed in the final three days of the legislative session. Legislation to support expansion of broadband has been signed, but was funded at a level below the Governor's request. This will be the last update until January 2020.

COMMENTS:

Lapointe: I want to thank Mark Johnson for guiding us through another legislative year that was uneventful. We didn't have any major issues regarding the sale of the network. I believe that is in large part of your leadership.

Kniff McCulla: Commissioner Lapointe speaks for all of us. Thank you.

- **ITTC Committee Update – Staff/Commission**

Customer and Services Committee – Randy Goddard

Meeting Date: Friday, May 10, 2019.

Attendance: Commissioner Lange, Commissioner Holz, and Randy Goddard.

Topics Covered:

- ICN's authorized user requests.
 - ICN has a specific customer base. A verification is completed to review if a potential customer is authorized by Code directly or if a current customer would be a sponsor for the new customer. (Example: County Office for Iowa Department of Aging.)
- Requests for waiver of network use by certified users.
 - We have certain customers that are certified users, meaning that they have to use ICN services. If a customer would select another provider, they need to bring it in front of the Commission for consideration. Past customer waiver examples are related to rates. ICN is competitive and providing good services.

Q – What was it like last year?

A – Last year we had two. We don't receive a significant amount of waiver requests.

- New customers.
- Services: Cloud Services - Storage and Compute as a Service was also discussed.
- Sales outreach.
- Customer complaints.

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Finance Committee – Mike Cruise

Meeting Date: Monday, May 13, 2019.

Attendance: Commissioner Kniff McCulla, Commissioner Holz, Mike Cruise, and Deb Evans.

Topics Covered:

- Reviewing the April FY 2019 Reports.
- Fiscal Year 2020 budget.

Personnel Committee – Mark Johnson

Canceled for May.

COMMENTS:

Lapointe: I wanted to follow up on Randy's Customer and Services Committee report and the Chair's question regarding waivers. I want to commend the staff regarding the work that they have done to avoid waivers. The question was comparing last year's waivers. I've been on the Commission for over 19 years. In prior years, a substantial portion of the monthly meetings involved reviewing waivers. We were not competitive in previous years, but we are now, and we don't hear much about waivers. I give staff and leadership the credit for that. They have been responsive and they have integrated public-private partnerships. I feel like it is working the way it should be.

• **Public Comment:**

NONE.

• **Adjournment:**

The ITTC meeting adjourned at 11:20 a.m.

ATTESTED TO:

Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission

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